



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

DENTON et al.

Serial No.: 09/235,065

Filed: January 21, 1999

Atty. File No. 4366-27

For: "CALL CENTER TELEPHONE AND
DATA FLOW CONNECTION
SYSTEM"

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 22). Enclosed herewith is a petition for a one-month extension of time, thereby extending the time period for response from September 17, 2004 to October 17, 2004. Please charge Deposit Account No. 50-1602 in the amount of \$110.00 as the fee for such extension. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 14 of this paper.

) Group Art Unit: 2642

) Examiner: Knowlin, Thjuan P.

) **AMENDMENT AND RESPONSE**

"EXPRESS MAIL" MAILING LABEL NUMBER: EV539129801US
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I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING
DEPOSITED WITH THE UNITED STATES POSTAL SERVICE
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UNDER 37 C.F.R. 1.10 ON THE DATE INDICATED ABOVE AND IS
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1450, ALEXANDRIA, VA 22313-1450.

TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: *Amy Duarte*